

FAQ's - Unemployed - Internet Filing Questions

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Answers:

1. How much time do I have to complete the on-line claim?
 - You must complete your application and submit it before midnight on Saturday of the week in which you begin the application process. If you do not submit your completed application by midnight on Saturday, the information will be erased and you must begin the process anew.[Back to top](#)
2. Is there any difference between filing a claim on-line or filing a claim in the VEC Workforce Center?
 - The questions asked on-line and in the VEC Workforce Center concerning your claim are identical. The information provided on-line and in the Workforce Center is the same.[Back to top](#) When visiting the Workforce Center you are given the opportunity to ask questions.
3. The Internet claim filing system does not have my job title. What should I do?
 - Search for a job title that most closely represents your job title. You will be mailed a job seeker registration form that will allow you to provide detailed information about your job title and duties and the positions you are seeking. Your job title does not affect your unemployment benefits.[Back to top](#)
4. What if I entered incorrect information concerning my claim?
 - You should contact the VEC Workforce Center you selected when entering your claim and advise the Workforce Specialist of the correct information.[Back to top](#)
5. Who can file on-line?
 - You CANNOT file on-line if you live in Virginia but do not have Virginia wages in the base period. You need to file an Interstate claim with a state that you did have wages.[Back to top](#)
6. Who do I contact if I'm having trouble with my login?
 - If you have forgotten your username, [you can recover your username here](#) [1]
 - If you have forgotten your password, [you can recover your password here](#) [2]

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- If you are still experiencing difficulties, you can contact Customer Service at CustomerService@vec.virginia.gov [3] or 804-786-4318. NOTE: Do not call this number if you have Unemployment questions. For Unemployment assistance, please call [1-866-832-2363](tel:18668322363)
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Source URL: <http://www.vec.virginia.gov:80/faqs/unemployed/Internet-Filing>

Links:

[1] https://www.vec.virginiainteractive.org/vec2/cgi-bin/login_recoverusername.cgi?lang=eng

[2] https://www.vec.virginiainteractive.org/vec2/cgi-bin/login_recover.cgi?lang=eng

[3] mailto:CustomerService@vec.virginia.gov